Decision	Gauteng: Mogale City (GT481) - Schedule of Service Delivery Standards							
Action Detectories Action Detectories Action Detectories Action Detectories Action Detectories Columnia Col	Description	2015/16	2016/17	2017/18		ear 201		
Decision of the State		Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Decision and antifold by the photographic of the Control of the	Solid Waste Removal Premise based removal (Residential Frequency)	once a week	nnon a wasaw	00000	and a work			
Dispute Disp		once a week and daily for the businesses in the	once a week and daily for the businesses in the	once a week and daily for the businesses in the	once a week and daily for the businesses in the	once a week and daily for the businesses in the	once a week and daily for the businesses in the	Once a week
Part Statement Part		CBD	CBD	CBD	CBD	C80	CBD	once a week and daily for the businesses in the CBD
Intrinsemal		once a week for business and once in two weeks for residential areas	once a week for business and once in two week for residential greas					once a week for business and once in two weeks for
		notrolevant	notrelevant	noIndevant	notrelevant	notrolevant	not relevant	not relevant
Column Implication is seed Column Implication and Column Implicat	Yes/No)	npt relevant	notrelevant	noirelevant	not relevant	not rolevant	not relevant	1
		daly with rightshift as well	daily with riightshift as well	daily with nightshift as well	daily with nightshift as well	daily with nightithit as well	daly with nightshift as well	daily with nightshift as well
Part		day with nightshift as well	day with nightshift as well	daily with nightshift as woll	daily with nightshift as well	daily with nightithfl as well	daly with nightshift as well	daily with nightshift as well
Part		Ze nours	24 nours	24 hours	24 hours	24 hours	24hours	24hours
No. service stable promisence + 100% No. service stable consultance + 100% No. s		songer train 40 nours	ionger than 4onours	longer man 4enours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours
Re-		Yes	yes	NOS CONTRACTOR OF THE PROPERTY	200	ž 3	THE THE PARTY OF T	VOIC
Processor 100 Processor								
Part								
Part	of consumers)	note in the independent compliance - 100%	No average quarty companies = 100%	No, average quary compliance = 100%	X 9, 539 999	R 13 614 175		Water Quality Monitoring
Number 1		Per month	Por month	Per month	Por month	Par month	and desired constant of	Control and and dear constructs
2 Marche 2		3 Martin	7 Hearts	Harm				
Balance			3 Manager	3 Months	1 Horas		- Comprised	
1	Duration (hours) before availability of water is restored in cases of service interruption					4 0 0 0 0 0	Cardina	O PROGRAMA
1001 1001	One service connection affected (number of hours)	ćo				De	De la constant de la	
Part	Up to 5 service connection affected (number of hours)	12	n .				12	2
Publishment	Up to 20 service connection affected (number of hours)	12	2 2				12	12
Interior 2 Hours 100H. Interior 3 Hours 100H. Interior 2 Hours 100H. Interior 2 Hours 100H. Interior 2 Hours 100H. Interior 3 Hours 100H. Interi				9 Lifes/second		O Hosterona	24	24
Properties Pro	- 3							C Promise count
terrende in the control of the contr		fireported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours	if reported 24 Hours		freported 24 Hours
Page 100mm	erational at this stage? (Yes/No)	no	по	no	70	3		DO .
Part India	Electricity Service							
Process Proc	What is your electricity availability percentage on average per month?	100%	1005			R 697 905 301		100%
FROM				Yes		Yes		Yes
Per mode)	control system?	±R2M / Month	±R2M / Month	±R2M / Nonth	#R2M / Month	±R2M / Month	±R2M / Month	±R2M / Month
Formod Montre Department		Per month	Per month	Per month	Per month	Per month	Per month	Per menth
December	er period)	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months
Departing of page of fund/townsy when RSC Departing on page of fund/townsy with INSC Departing on INSC Department on Insc distinguish on INSC Departing on INSC Department on Insc distinguish on INSC Departing on INSC Department on Insc distinguish on Insc distinguish on Insc distinguish	On average for how long does the municipality use estimates before reverting back to actual eadings? (months)	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Worths
Very Very <th< td=""><td></td><td>pe of fault(Normally within NRS</td><td>Depending on type of fault/Normally within NRS auddelend times:</td><td>Depending on type of fault[Normaly within NRS</td><td>Depending on type of faul (Normally within NRS</td><td>aly within NRS</td><td></td><td>Depending on type of fault(Normally within NRS guidelined</td></th<>		pe of fault(Normally within NRS	Depending on type of fault/Normally within NRS auddelend times:	Depending on type of fault[Normaly within NRS	Depending on type of faul (Normally within NRS	aly within NRS		Depending on type of fault(Normally within NRS guidelined
Fig. 10 Page 185 published Defect stagements. As part NSS published Defect sta			Yes	Yes	You		1	You
IDEA			Yes	You	Van			
Impedious are samed out however fig. Impedious are carried out he had detecting at course carried out he and out of control are carried out he and out of control are carried out he and out of control are carried out of carried out of control are carried out of control are carried out of			1Day	1 Day	1 Day	10av		1Day
Contribution in min would avoid a contribution of the first section of the contribution of the contributio		bons are carried out however figal	Inspections are carried out however iligal	Inspections are carried out however figal	Inspections are carned out however ligal	Inspectans are carried out however again	Inspections are carried out however figal	Inspections are carried out however fligal connections and
As per 1985 guidants Different requirements. As per 1985 guidantes Different requirements are 1985 guidantes Different requirements and descriptions. The control of completion of completion and descriptions of completion and descriptions. The control of completion are 1985 guidantes Different requirements and descriptions. The control of completion are 1985 guidantes Different requirements and descriptions. The control of completion are 1985 guidantes Different requirements and descriptions. The control of completion are 1985 guidantes Different requirements and descriptions. The control of completion are 1985 guidantes Different requirements and descriptions are 1985 guidantes Different requirements. The control of completion are 1985 guidantes Different requirements are 2985 guidantes Different requirements are 298		90000	Good / Provided that funding is available	Good / Provided that funding is available	Good / Provided that funding is available	Good / Provided that funding is available	Confections and the theri of electricity at account	Good / Provided that funding as available
Any REGISTRATE of Consection In the different time of consection In the different t		equirements	As per NRS guidelines. Different requirements	As per NRS guidelines. Different requirements	As per NRS guidelines Offerent requirements	As per NRS guddines. Different requirements	As per NRS guidelines. Different requirements	As per NRS guidelines. Different requirements have differen
Large Prices (Jacobson Limerorinaparealist). As part Nos (Jacobson		tive disciplination of company	liuve unitérent times di completion	nave different times of completion	nike different times of completion	have different times of completion		times of completion
1 Day (Within 7 At Dage after Payment 1 Day (Within 7 At Dage after Pa	unicipality taxes to provide electricity sorvice where existing intrastructure can be	100	As per NRS guidelines. Offerent requrements have different times of completion.	As per NRS guidelines. Different requirements have different times of completion	As per NRS guidelines Offerent requrements have different times of completion		equrements	As per NRS guidelines. Different requirements have different times of completion.
Anna ADS millions Discontinuments Anna ADS million December 1975	 dow long does the municipality takes to provide electricity sorvice for low voltage users where network intension is not required? (working days) 		1 Day (Within 7-14 Days after Payment	1 Day (Within 7-14 Days ofter Payment	1 Day (Within 7-14 Days after Payment	1 Day (Within 7-14 Days after Paymont	mont	1 Day (Within 7-14 Days ofter Payment
As be not decome of the notion	law long does the municipality takes to provide electricity service for high voltage users where	As per NRS guidelines. Different requirements	As per NRS guidelines. Different requirements	As per NRS guidelines. Different requirements	As per NRS guidelines. Different requirements	As per NRS quidelines. Different requirements	As per NRS guidelines Different requirements	As par NRS muddines. Different requirements have different





Gauteng: Mogale City (GT481) - Schedule of Service Delivery Standards							
Description	2015/16	2018/17	2017/18		Current Year 2018/19		
Standard	Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Sewerage Service							
Are your purification system effective enough to put water back in to the system after purification?	No overage complance = 33%	No. awyage compliance = 39%	No average compliance = 45%	R 34 099 210	B 21 B16 976	B 20 B 46 076	Fig. bassa sausan nuthan
To what extend do you subsidize your indigent consumers?	85%				2000	2600	THE DOUG SERVICE STREET
How long does it take to restore sewerage breakages on average					-	000	629
Severe overflow? (hours)	6-9	6.9	ф. Ф.				60
Sewer blocked pipes Large pipes? (Haurs)	9-12	9-12	9-12				0 13
Sewer blocked pipes: Small pipes? (Hours)	36	3-6	x				3.5
Spillage clean-up? (hours)	12-15	12-15	12-15	R 32, 480 309	R 22, 193 391	R 22, 193 391	12.16
Replacement of manhole covers? (Hours)	24	24	24				24
							5
Road intrastructure services							
Time taken to repair a single pothale on a major road? (Hours)	2 hours : Subject to availability of resources	2 hours. Subject to availably of resources	2 hours. Subject to available of resources				2 hours. Subject to availability of resources
Time taken to repair a single polhole on a minor road? (Hours)	2 hours - Subject to available, of resources	2 hours. Subject to availably of resources	2 hours Subject to available of resources	R 9 697 121	R 9 697 121	R 9 607 121	2 hours. Subject to analytike of recourses
Time taken to repair a road following an open trench service crossing? (Hours)	3 hours: Subject to availability of resources	3 hours Subject to availability of resources	3 hours. Subject to availability of resources.	Affected departments to budget for this	Affected departments to budget for this	Affected departments to budget for this	3 hours Subject to availability of resources
Time taken to repair walkways? (Hours)	1 hour to repair 2,5m2 sidewalks . Subject to availability of resources	1 hour to repair 2,5m2 ordewalks. Subject to availability of resources.	1 hour to repar 2,5m2 sidewalks. Subject to availability of resources				1 hour to repair 2,5m2 adexists: Subject to evalidity of resources
Proposition in the second seco							
TOPETY VALUETONIA							
How long does it take an average from completion to the first account being issued? (one month/three months or longer)	one month	one month	one month	one month	one month		
Do you have any special rating properties? (Yes/No)	No	No	No.	No	85		Old sugarity
						100	200
Financial Management							
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Yes	Increased	Increased	Degrazad	Darramad	Darraged	
Are the financial statement outsources? (Yes/No)	8	No	No	No.	8	8	20
Are there Council adopted business process tructuing the flow and managemet of documentation feeding to Trial Balaince?	8	N ₅	No.	5			100
How long does it take for an Taxilinvoice to be paid from the date it has been received?	30 days	30 days	30 days	30 days	30 days	30 days	30,4%
is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	annudy procurement plan as MFMA crosser 62	annusty procurement plan as MFMA crostar 62 annusty procurement plan as MFMA crostar 63		annualy organisment clan as MEMA condox 65	Man or other momentum	on the second se	O COTA
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM						THE PROPERTY OF THE PROPERTY O	CHARLES TO COMPANY THE REAL PROPERTY OF THE PARTY OF THE
process onlys other than normal monthly management meetings?	on going process	on going process	on going process	on going process	on going process	on going process	on gong process



Material Distant Material Distants Mater	Gauteng: Mogale City (GT481) - Schedule of Service Delivery Standards							
Activat Outcome Activation Activa	Description	2015/16	2016/17	2017/18		Current Year 2018/19		
Max Max	Standard	Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
No. No.	Administration		-	The state of the s				
Mail								We do not have queryltonice requests management
Weath Weat	action time on enquines and requests /	Z	N/A	2	Zero aflocated	Zero alocated	Zero Mocated	Therefore makes it impossible to quantity
Wilter Princh Wilter Princh Wilter Princh Wilter Princh Wilter Princh Wilter Princh America Trad America Trad America Trad America Trad Zero Boorded Zero Bo	me to respond to a verbal customer enquiry or request? (working days)	NA	AIN	NA	Zero alocated	Zero alocated	Zero Allocated	Face to face customer interaction take place at Revenue. They also do not have a system to capture time customers spent in a curve consultant.
Manual Part	Time to respond to a written customer enquiry or request? (working days)	Within 24 hours	Within 24 hours	N/A	Zero alocated	Zero alocated	Zero Alocated	Only for quenes received by the call centre direct
Ma MA MA MA MA MA Designation of the part of the	Time to resolve a customer enquiry or request? (working days)	Average 7 w d	Average 7 w d	Average 7 w d	Zero allocated	Zero allocated	Zero Alocated	longer as they involve investigations which increase our luminatum times. Non-lochical quents are resolved with it caller on the line. Our am is to resolve at least 80% without
No. No.	What percentage of calls are not answered? (5%, 10% or more)	NW	NA	AW	Zero allocated	Zero rilocated	Zero Alocated	Without a proper fechnology based call centre system it is impossible to say. Manual system in uso.
No. No.	How long does it take to respond to vaice mails? (hours)	NIA	NIA	AN	Zero alocated	Zero diocaled	Zero Alocated	Without a proper technology based call centre system it is impossible to say. Manual system in uso
1	loas the municipality have control over locked enguinos? (YosiNo)	No	No	No.	Zero allocated	Zero allocated	Zero Allocated	No voce mals facility
1 1 1 1 1 1 1 1 1 1	is there a reduction in the number of complaints or not? (Yes/No)				Zero diocated	Zero allocated	Zero Allocated	No query management facility. Quenes not managed at a central point.
	w long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day	1 day	1 day	1 day	1 day	1 day	1 day
No. No.	mnunity safety and licensing services							
Solution Solution	long does it take to register a vehicle? (minutes)		8	56	56	8		
Max Max	long does it take to renew a vehicle license? (minutes)		22	22	22	22		
No. No.	long does it take to issue a duplicate regultration certificate vehicle? (minutes)	5 days					5 days	5 days
NA	riong does it take to de-register a vehicle? (minutes) riong does it take to renew a drivers license? (minutes)		\$6.56					
NA	at is the average reaction time of the fire service to an incident? (minutes)	NIA					NG	Alla
Action MA	at is the average reaction time of the ambulance service to an incident in the urban area? nutes)	NA	NIA	AIN	NA	NIA	NG	NA
100 100 100 100 100 100 100 100 100 100	at is the average reaction time of the ambulance service to an incident in the rural area? (minutes		NA	NA	WA	N/A	NA	N/A
2 2 2 3 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	nomic development w many economic development projects does the municipality drive?		۵.	8	2	٥	•	
NO	r many economic development programme are deemed to be catalytic in creating an enabling transient to unlock key economic growth projects?		2	2	0	υ I	us c	
8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	at percentage of the projects have created sustainable job security?		0	0	1	55%		
8 8 8 8 8 8 8 8	es the municipality have any incentive plans in place to create an conducive environment for momic development? (Yes/No)	No	No	No	No		No	No
NO NO NO NO NO	er Service delivery and communication							
15 NO NO NO NO NO NO	information package handed to the new customer? (Yes/No)	NO	NO	NO	NO	NO		NO
	Does the municipality have training or information sessions to inform the community? (Yes/No)	NO	NO	NO	NO	NO	No	NO



